

प्रधानमंत्री ग्रामीण साक्षरता अभियाना (पीएमजीदिशा) करीता राज्य/जिल्हा स्तरीय समित्या गठीत करणे आणि कार्यवाहीची प्रमाणन कार्यपध्दती (Standard Operating Procedure) विहित करण्याबाबत.

महाराष्ट्र शासन

सामान्य प्रशासन विभाग (मा.तं.)

शासन निर्णय क्र. साप्रवि-मातंसं ०८८/९/२०१७

दालन क्र. ७१९, ७ वा मजला, मंत्रालय विस्तार इमारत
हुतात्मा राजगुरु चौक, मादाम कामा रोड, मुंबई ४०० ०३२
दिनांक २३/०६/२०१७

संदर्भ - प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) मार्गदर्शिका
(<https://www.pmgdisha.in/guidelines>)

प्रस्तावना -

देशाच्या ग्रामीण भागामध्ये डीजीटल साक्षरतेचा प्रसार करण्यासाठी केंद्र शासनाने प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) योजनेस मान्यता दिली आहे. देशातील विविध राज्ये / केंद्रशासित प्रदेशातील ग्रामीण भागातील ६ कोटी जनतेस डीजीटली साक्षर करण्याचा या योजनेचा उद्देश असून देशातील ग्रामीण भागातील ४०% जनतेस व प्रत्येक घरातील किमान एका व्यक्तीस डीजीटली साक्षर करण्याचे उद्दीष्ट आहे, म्हणजेच ग्रामीण भागातील जनतेस संगणक वा डीजीटल प्रदानांची विविध उपकरणे हाताळण्याचे ज्ञान होण्याकरीता प्रशिक्षण देऊन त्याद्वारे माहिती तंत्रज्ञानाचा व अनुषंगिक ॲप्लिकेशन्सचा वापर करून डीजीटल प्रदानांद्वारे देशाच्या प्रगतीस चालना देणे हे या योजनेचे उद्दीष्ट आहे.

प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) ही योजना महाराष्ट्र राज्य माहिती तंत्रज्ञान महामंडळ या अंमलबजावणी यंत्रणेद्वारे CSC e-Governance Services India Ltd (CSC-SPV), राज्य शासनाचे संबंधित विभाग, जिल्हा ई-प्रशासन समिती, जिल्हा स्तरावरील विविध विभागांचे अधिकारी, प्रशिक्षण संस्था/केंद्रे यांच्या सहकार्याने राबविण्यात येणार आहे.

सदर योजना राबविण्यासाठी प्रमाणन कार्यपध्दती (Standard Operating Procedure) विहित करणे व या योजनेची अंमलबजावणी करणे व त्याच्या प्रगतीचा वेळोवेळी आढावा घेण्यासाठी राज्यस्तरीय व जिल्हास्तरीय समित्या स्थापन करण्याची बाब राज्य शासनाच्या विचाराधिन होती.

शासन निर्णय -

प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) या योजनेची अंमलबजावणी करणे व योजनेच्या प्रगतीचा वेळोवेळी आढावा घेण्यासाठी राज्यस्तरीय समिती खालील प्रमाणे गठीत करण्यात येत आहे;

१	प्रधान सचिव, माहिती तंत्रज्ञान विभाग	अध्यक्ष
२	प्रधान सचिव, शालेय शिक्षण विभाग वा प्रतिनिधी	सदस्य
३	प्रधान सचिव, ग्रामविकास विभाग विभाग वा प्रतिनिधी	सदस्य
४	प्रधान सचिव, सामाजिक न्याय विभाग वा प्रतिनिधी	सदस्य
५	सचिव, महिला व बालविकास विभाग वा प्रतिनिधी	सदस्य
६	राज्य माहिती विज्ञान अधिकारी, महाराष्ट्र	सदस्य
७	महाराष्ट्र राज्य माहिती तंत्रज्ञान महामंडळ यांचा प्रतिनिधी	सदस्य
८	CSC e-Governance Services India Ltd, State head	सदस्य
९	संचालक, माहिती तंत्रज्ञान संचालनालय	सदस्य
१०	उपसचिव, माहिती तंत्रज्ञान संचालनालय, महाराष्ट्र	सदस्य सचिव

१. सदर राज्यस्तरीय समितीची कार्यक्षमता खालीलप्रमाणे राहिल;

अ) प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) या योजनेची अंमलबजावणी व प्रगतीचा वेळोवेळी आढावा घेणे,

आ) योजनेच्या अंमलबजावणीत येणाऱ्या विविध अडचणींचा अभ्यास करून त्याबाबत उपाययोजना निश्चित करून अंमलबजावणी करून घेणे;

इ) योजनेच्या अंमलबजावणीच्या अनुषंगाने येणारा / उद्भवणारा इतर कोणताही विषय.

या समितीची बैठक दोन महिन्यातून किमान एकदा होणे आवश्यक आहे.

२. प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) या योजनेची अंमलबजावणी करणे व योजनेच्या प्रगतीचा वेळोवेळी आढावा घेण्यासाठी जिल्हास्तरीय समिती खालील प्रमाणे गठीत करण्यात येत आहे;

१	जिल्हा दंडाधिकारी / जिल्हाधिकारी	अध्यक्ष
२	मुख्य कार्यकारी अधिकारी, जिल्हा परिषद	उपाध्यक्ष
३	शालेय शिक्षण विभाग - जिल्हास्तरीय अधिकारी	सदस्य
४	महिला व बालविकास विभाग - जिल्हास्तरीय अधिकारी	सदस्य
५	महाराष्ट्र राज्य माहिती तंत्रज्ञान महामंडळ यांचा प्रतिनिधी	सदस्य
६	जिल्हा ई-प्रशासन समितीचा प्रतिनिधी	सदस्य
७	जिल्हा माहिती विज्ञान अधिकारी	सदस्य
८	गटविकास अधिकारी	सदस्य
९	CSC-SPV जिल्हा प्रतिनिधी	सदस्य सचिव

सदर जिल्हास्तरीय समितीची कार्यकक्षा खालीलप्रमाणे राहिल;

- अ) प्रधानमंत्री ग्रामीण साक्षरता अभियान (पीएमजीदिशा) या योजनेची जिल्हास्तरीय अंमलबजावणी व प्रगतीचा वेळोवेळी आढावा घेणे,
- आ) योजनेच्या जिल्हास्तरीय अंमलबजावणीत येणाऱ्या विविध अडचणींचा अभ्यास करून त्याबाबत उपाययोजना निश्चित करून अंमलबजावणी करून घेणे;
- ई) योजनेच्या अंमलबजावणीच्या अनुषंगाने येणारा / उद्भवणारा इतर कोणताही विषय.

या समितीची बैठक प्रत्येक महिन्यात किमान एकदा होणे आवश्यक आहे.

३. राज्यस्तरीय तसेच जिल्हास्तरीय समितीस सोपविण्यात आलेल्या कामकाजाच्या अनुषंगाने वेळोवेळी होणाऱ्या बैठकीकरीता आवश्यकतेनुसार, समिती अध्यक्षांच्या मान्यतेने, अन्य व्यक्तीस आमंत्रित करण्याचे अधिकार प्रदान करण्यात येत आहेत.
४. सदर समितीच्या बैठकांसाठी निमंत्रित अशासकीय सदस्यांना राज्य शासनाच्या प्रचलित नियमांनुसार प्रवासभत्ता व अन्य अनुषंगिक लाभ देय असतील.
५. सदर योजना राबविण्यासाठी विहित केलेली प्रमाणन कार्यपद्धती (Standard Operating Procedure) सदर शासन निर्णयाच्या परिशिष्ट १ मध्ये दिलेली असून परिशिष्ट २ मध्ये सदर योजनेच्या अंमलबजावणीसाठी जिल्ह्यानिहाय विहित केलेले उद्दिष्ट दिलेले आहे.

सदर शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध असून त्याचा संगणक सांकेतांक २०१७०६२३१७०३४६३४११ असा आहे. हा आदेश डीजीटल स्वाक्षरीने साक्षात्कीत करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने.

(मीनल पेडणेकर)

शासनाचे उप सचिव

प्रति,

- १) अपर मुख्य सचिव, मा. मुख्यमंत्री कार्यालय
- २) प्रधान सचिव, शालेय शिक्षण विभाग
- ३) प्रधान सचिव, ग्रामविकास विभाग
- ४) प्रधान सचिव, सामाजिक न्याय विभाग
- ५) सचिव, महिला व बालविकास विभाग
- ६) सर्व जिल्हाधिकारी/ सर्व मुख्य कार्यकारी अधिकारी/जिल्हा परिषदा/ सर्वगटविकास अधिकारी

- ७) व्यवस्थापकीय संचालक
- ८) संचालक, माहिती तंत्रज्ञान संचालनालय
- ९) राज्य माहिती विज्ञान अधिकारी, महाराष्ट्र
- १०) CSC e-Governance Services India Ltd (CSC-SPV), Maharashtra
- ११) प्रकल्प व्यवस्थापन कक्ष, महाराष्ट्र माहिती तंत्रज्ञान महामंडळ लि., मंत्रालय, मुंबई
- १२) निवडनस्ती, माहिती तंत्रज्ञान संचालनालय

Annexure – 1

**Government of Maharashtra
Directorate of Information Technology**

Pradhan Mantri GramIn Digital Saksharta Abhiyan (PMGDISHA)

Standard Operating Procedure (SOP)

Version 1.0

This Document serves as Guideline and procedure for PMGDISHA Scheme implementation in Maharashtra. This gives detailed information on the roles and responsibilities to be performed under this scheme. This is progressive document and will be updated as and when required by the State Level Implementation Committee.

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1. Acronyms

Sr#	Acronym	Description
1.	MeitY	Ministry of Electronics and Information Technology
2.	DIT	Directorate of Information Technology
3.	GoM	Government of Maharashtra
4.	ASSK	Aaple Sarkar Seva Kendra
5.	CSC	Common Service Center
6.	VLE	Village Level Entrepreneur
7.	DM/DC	District Managers, District Consultant
8.	SPV	Special Purpose Vehicle
9.	PMGDISHA	Pradhan Mantri Gramin Digital Saksharat Abhiyan
10.	TP/TC	Training Partner / Training Center
11.	SIA	State Implementing Agency
12.	DeGS	District e-Governance Society

2. Revision History

Date	Version	Description of change
08.06.2017	Ver-1.0	

3. Introduction

Government of India has approved a new scheme titled 'Pradhan Mantri Gramin Digital Saksharta Abhiyan' (PMGDISHA) to provide digital literacy training to 6 Crore persons, one in every eligible household in rural India, in each State/UT.

Definition of DIGITAL LITERACY

“Digital Literacy is the ability of individuals and communities to understand and use digital technologies for meaningful actions within life situations”.

4. Objectives of PMGDISHA:

The main objective of this programme is to provide digital literacy training to 6 Crore persons, one in every eligible household in rural India, in each State/UT, relevant to the need of the trainee, which would enable the candidates to use IT and related applications to participate effectively in the democratic process and enhance their livelihood.

The training to the beneficiary would aim to make trainees Digitally Literate, so that they would be able to operate computer or digital access devices (like tablets, smart phones etc.), send and receive e-mails and search Internet for information, etc.

Under PMGDISHA programme, the digital literacy training shall be provided to **44,33,000 (44.33 Lakhs) persons**, ensuring that one person in every eligible household in Rural Maharashtra is trained, by 31st March 2019.

Year wise target planned by Maharashtra:

State	FY 2017-18	FY 2018-19	Total
Maharashtra	23,00,000	21,33,000	44,33,000

District wise target is as per Annexure-I.

5. Various Stakeholders of PMGDISHA Programme in Maharashtra

1. State Level Implementation Committee
2. Maharashtra Information Technology Corporation Limited (MahalIT) (SIA)
3. CSC-SPV, Maharashtra
4. District Level Implementation Committee
5. Training Partner / Center
6. Certifying Agencies

6. Broad outline of Course

1. Course Duration:

20 Hours (Minimum 10 Days and Maximum 30 Days)

2. Content Outline

Sr. No.	Module Name	No. of Hours
1	Introduction to Digital Devices	2
2	Operating and Handholding Digital Devices	4
3	Introduction to Internet	2
4	Communications using Internet	6
5	Application of the Internet	6

Visual Training Contents and Handbook are available in Regional Language can be accessed online from student log in.

3. Learning Outcomes / Competency Standards:

- a) Understand the basics (terminology, navigation and functionality) of digital devices
- b) Use digital devices for accessing, creating, managing and sharing information
- c) Use the Internet to browse in an effective and responsible manner
- d) Use technology to communicate effectively
- e) Carry out cashless transactions using digital financial tools (USSD/ UPI/ eWallet/ AEPS/ Card/ PoS)
- f) Use Digital Locker
- g) Use online citizen centric services
- h) Appreciate the role of digital technology in everyday life, in social life and at work
- i) Registration on Maharashtra Direct Benefit Transfer (MahaDBT) Portal and Aaple Sarkar Services Portal
- j) Apply for any one of the scheme available on MahaDBT Portal or service on Aaple Sarkar Portal

4. Eligible Household:

A household is defined as a unit comprising of Head of family, spouse, children and parents. All such households where none of the family member is digitally literate will be considered as eligible household under the Scheme.

Priority would be given to;

- a) Non-smartphone users, Antyodaya households, college drop-outs, Participants of the adult literacy mission
- b) Digitally illiterate school students from class 9th to 12th (provided facility of Computer/ICT Training is not available in their schools)
- c) Preference would be given to SC, ST, BPL, women, differently-abled persons and minorities
- d) The identification of the beneficiaries would be carried out by CSC-SPV in active collaboration with DeGS, Gram Panchayats, and Block Development Officers. The list of such beneficiaries would be made available on the scheme portal.
- e) Women Self-Help Group, Aaganwadi and ASHA workers

5. Prerequisites (Eligibility of Candidates):

- a) Candidates should be in the age group of 14 years to 60 years.

- b) Candidates should be from rural areas (Gram Panchayat/ Village) of the State.
- c) Candidates should be digitally illiterate (Only one person per eligible household would be considered for training)

6. Medium of Instruction:

The course curriculum is available in 22 scheduled languages of India (including Marathi)

7. Fee:

a) Training Fee:

Training will be provided by our empanelled Training Partners/ Centres free of cost to the rural candidates under PMGDISHA in accordance with the guidelines of the Scheme.

8. Financial Assistance:

- a) Training Fee: A training fee of Rs. 300/- per candidate is payable directly to respective Training Partners/Centres through CSC-SPV on successful certification of candidates trained by them.
- b) Release of payment to above training partners / centres and certifying agencies would be contingent on the outcomes achieved with a feedback/input from the District level Committee and with prior approval of SIA.
- c) Successful training shall include creating own e-mail account, sending an e-mail, opening a digital locker, booking e-rail ticket, e-payment of electricity/water bills, online applying for passport, making a digital payment or enabling e-KYC compliance by the trainee, accessing G2C services such as applying for PAN card, mobile recharge, usage of AEPS/USSD/UPI/e-Wallet, registering on Aaple Sarkar portal and MahaDBT portal etc.
- d) Examination Fee/ Certification Cost: Examination fee per candidate is Rs.70/-. This Fee would be directly payable to the duly registered Certifying Agencies for the assessment and certification of candidates.
- e) Financial Assistance to States/UTs : The State Implementing Agencies will be eligible for financial assistance towards meeting the overhead cost and monitoring of the scheme on an average of Rs. 2/- per candidate by the CSC-SPV.
- f) Impact Assessment Study: Impact Assessment Study(ies) would be conducted by an independent Third Party. The Ministry of Electronics and Information Technology would be engaging suitable institutions/organizations to carry out the study.
- g) Social auditing of the scheme will be carried out by CSC-SPV by involving School Principals, academia at respective States/ Districts/ Sub-District (Blocks)/ Gram

Panchayat. CSC-SPV would explore tie-up with Universities/Colleges to carryout social and outcome evaluation of the scheme on periodic basis.

7. Roles & Responsibilities of various agencies:

1. State Government, DIT-GOM

State Level Committee headed by the Principal Secretary (IT) to plan strategies for implementation. The Composition and Terms of Reference of the Committee is mentioned below.

Chairman - Principal Secretary (IT)

Members:

- i. Principal Secretary or representative of Department of School Education
 - ii. Secretary or representative of Rural Development Department
 - iii. Secretary or representative of Social Welfare Department
 - iv. Secretary or representative of Women & Child Development Department
 - v. Director IT
 - vi. PMU or representative of Maharashtra IT Corporation
 - vii. State Informatics Officer-SIO, NIC
 - viii. State Head or representative of CSC-SPV, Maharashtra
 - ix. Deputy Secretary, IT – Member Secretary
- The Committee, with the permission of the Chairman, may co-opt or invite such other person(s), as it deems appropriate, to participate in any of its meetings as special invitee(s).

Terms of Reference

- The terms of reference of the Committee shall be as follows:
 - Regularly monitor and steer the implementation of PMGDISHA scheme in the state
 - Recommend follow-up action on issues raised / problems faced by Training centres/ Partners involved in the implementation of the scheme in the state
 - Any other issue connected with the implementation of the project in the state
- The Committee shall meet at least once in two months.

2. State Implementing Agency (SIA): Maharashtra Information Technology Corporation Limited (MahalIT) will be the State Implementing Agency for PMGDISHA. The role of SIA would be:

- i. The SIA shall enter into a MoU with CSC-SPV on behalf of the State Level Committee w.r.t. implementation of the Scheme.
- ii. To facilitate sharing of resources available with States to CSC-SPV.
- iii. To liaise, interact and coordinate with various agencies to identify and select the eligible candidates
- iv. To liaise, interact and coordinate with the various Govt. Agencies / stakeholders for formation of various District/Panchayat level committees for monitoring of the scheme
- v. To select, liaise and coordinate with various training agencies (in consultation with CSC-SPV) for actual implementation of the scheme in Panchayats.
- vi. To facilitate mobilization of candidates to the nearest Digital Literacy Training Centres.

3. CSC-SPV, Maharashtra:

The scheme will be implemented by CSC e-Governance Services India Limited, a Special Purpose Vehicle (SPV) incorporated under the Companies Act 1956, (herein after referred to as 'CSC-SPV')

- i. Overall coordination, implementation and management of entire scheme on behalf of SIA
- ii. Coordinate with various stakeholders including other stakeholders such as industries, NGOs, etc. involved in similar initiatives like PMGDISHA
- iii. Develop curriculum Framework / Courseware – Multilingual Content in consultation with various stakeholders/experts
- iv. Prepare guidelines and norms for accreditation of training institutions in terms of training infrastructure, labs, faculty/trainers, etc. in consultation with accrediting agencies like NIELIT, IGNOU, NIOS, etc. Also prepare norms for periodic monitoring and assessment of the quality of training provided, faculty, infrastructure at the centre etc.
- v. Develop norms for beneficiary selection, registration of candidates, and monitoring of training.
- vi. Prepare Examination and certification norms in consultation with certifying agencies.
- vii. Delivery of e-content through mobile phones
- viii. Conduct workshops/seminars and other awareness campaign for various stakeholders to create awareness about the scheme
- ix. Create suitable monitoring mechanism based on Aadhaar identification to avoid double accounting and ensure proper monitoring.
- x. Provide periodic information to MeitY, State Level Committee / SIA / District Level Committee for monitoring of the scheme.

- xi. Ensure that all the deliverables are completed within the allotted timeframe and budget. Any deviation should be submitted through SIA and State Level Committee to MeitY for obtaining approvals.
- xii. Bring out appropriate mechanism for Aadhaar linked registration and examination of beneficiaries
- xiii. Impact assessment study(ies) of the scheme through a third party with due approval of MeitY through SIA and State Level Committee.
- xiv. Develop Centralized Portal, free of cost, for the scheme preferably using Open Source Technologies. The portal would include a content management system along with i) online admission of documents for empanelment as Training Partner/ Centre ii) Dashboard Access iii) Registration/ Updation of Candidates iv) Central Repository of Content v) Assessment & Certification of Digital Literacy through Aadhaar enabled remote proctored examination vi) Drill Down data access and vii) Reporting.
- xv. Develop Mobile App, free of cost, to make available training content in 22 scheduled languages including Marathi.
- xvi. Standard Operating Procedures for following processes would be made available:
 - a. Registration and Training of candidates under PMGDISHA
 - b. Empanelment /Dis-empanelment of Training Partner/Centre under PMGDISHA with the prior permission of SIA.
 - c. Examination in PMGDISHA with the prior permission of SIA.
 - d. PMGDISHA Payment Process with the prior permission of SIA.
- xvii. Periodic review of the implementation would be carried out by the Board of CSC-SPV, Chaired by Secretary, MeitY.
- xviii. Submit consolidated periodical reports regarding the progress of PMGDISHA to State Implementation Committee and SIA and seek their guidance and implement the directives issued by State Implementation Committee and SIA from time to time regarding implementation of PMGDISHA.

4. District Level Committee under the Chairmanship of District Magistrate/ Collector to oversee / monitor the implementation at the district level. The Composition and Terms of Reference of the Committee is mentioned below

Chairman - District Magistrate/ Collector
Co-Chairman – CEO, Zilla Parishad

Members:

- i. District Level Officer of Department of School Education
- ii. District Level Officer Women & Child Development
- iii. Representative of Maharashtra IT Corporation (MahaIT)
- iv. Representative of District eGovernance Society
- v. District Informatics Officer(DIO)- NIC

- vi. Block Development Officer
- vii. District Coordinator, CSC-SPV – Member Secretary

- The Committee, with the permission of the Chairman, may co-opt or invite such other person(s) as it deems appropriate, to participate in any of its meetings as special invitee(s).

Terms of Reference

- The terms of reference of the Committee shall be as follows:
 - a. To oversee / monitor the implementation at the district level
 - b. Recommend follow-up action on issues raised / problems faced by Training centres/Partners involved in the implementation of the scheme at District/block level
 - c. Any other issue connected with the implementation of the project in the District/block
- The District level Committee shall meet at least once per month.

5. Training Partner / Center

The Scheme envisages affiliating entities like NGOs/ Institutions/ Corporates, desirous of providing digital literacy training, as Training Partners with CSC-SPV subject to meeting prescribed norms. The prescribed norms are as follows.

- i. A training partner shall be responsible to have or appoint the Training Centres in the Districts/ Blocks/ Gram Panchayats/Village that would impart digital literacy training to the beneficiaries.
- ii. A training partner shall be responsible for ensuring that the training centres appointed under them adhere to the scheme's physical, technical and human infrastructure requirements.
- iii. A training partner shall be responsible for the training centres working under them register and train candidates as per the scheme guidelines.
- iv. A training partner shall be accountable for monitoring the overall working of the centres that fall under its purview and ensure that no deviations are done by the training centres. Any deviations shall be immediately brought to the notice of CSC-SPV and appropriate action shall be taken against the concerned training centre.
- v. A training partner shall be liable for accurate and timely reporting of the aforementioned work ascribed to the centres.

- vi. In case of Panchayat /villages not covered under the scheme adequately, CSC-SPV reserves the right to allow the training partner/center to operate a mobile van/create a new center and facilitate registration and training under the scheme.
- vii. Every training centre shall prepare and publish the list of candidates selected for training under PMGDISHA and list out names of candidates undergoing training in next two months. This list shall be updated every month.
- viii. Every centre shall publish information regarding PMGDISHA and invite the candidates for enrolment. This invitation shall be published in Gram panchayat office, Talathi office and training centre.

6. Certifying agencies

At present, NIELIT, NIOS, HKCL, ICTACT and NIESBUD are the Certifying agencies empanelled for the examination and certification. Other agencies having experience of conducting online assessments would also be empanelled based on prescribed norms. Their role and responsibilities are as follows;

- i. To prepare a mechanism, standard norms and guidelines for design, development, delivery, assessment and certification for Digital Literacy training in consultation with CSC-SPV and SIA.
- ii. To assess and certify the competence acquired by the beneficiary in respect of Digital Literacy.

The CSC-SPV would explore the involvement of Government/Private Schools, Colleges and Universities for using their infrastructure for training and active participation in implementation of the Scheme in consultation with SIA.

8. Information on Online monitoring system

CSC-SPV shall develop an Online Monitoring Application (OMA) cum Learning Management System (LMS). This OMA-cum-CMS applications should integrate with the Maharashtra DBT Portal and push in status updates regarding the training of the beneficiary to the Maha DBT Portal.

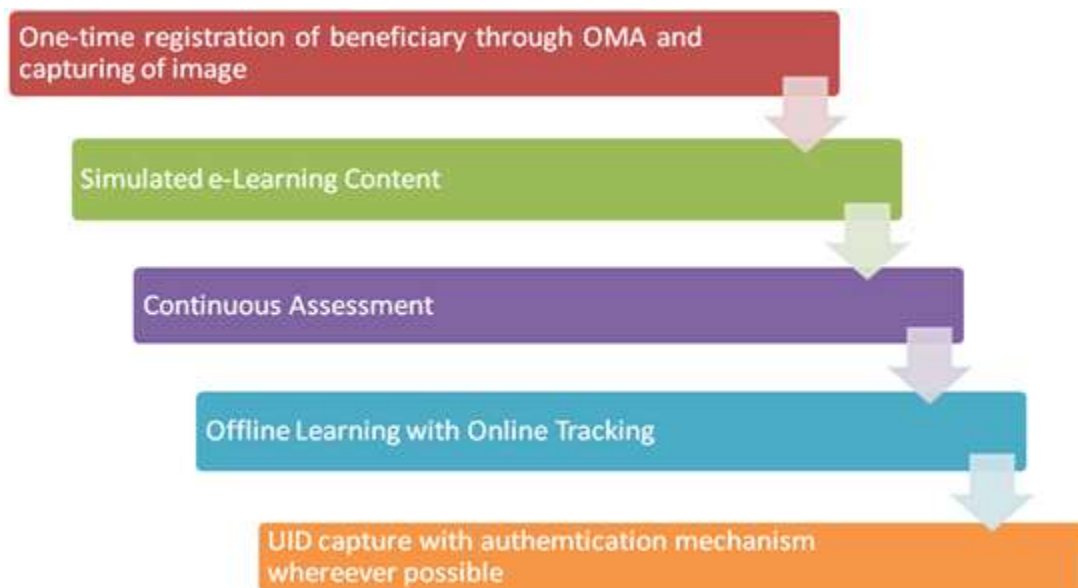
A dashboard access would be provided to all stake holders/ State level team /district level team to monitor the training of beneficiaries and ensure that online examination is conducted properly of the trained beneficiaries.

CSC-SPV State consultant: In State consultant dashboard they can monitor the whole scheme in respective state and they also manage the registered training partner/ training

centre's as well as registered students and Coordinate with district level team for actual implementation of the scheme in Blocks.

CSC-SPV District Consultant : In district consultant dashboard they can only monitor in particular respective district in the state , they shall conduct physical verification process of registered training centre in whole district and manage the training partner/ training centre's as well as registered students.

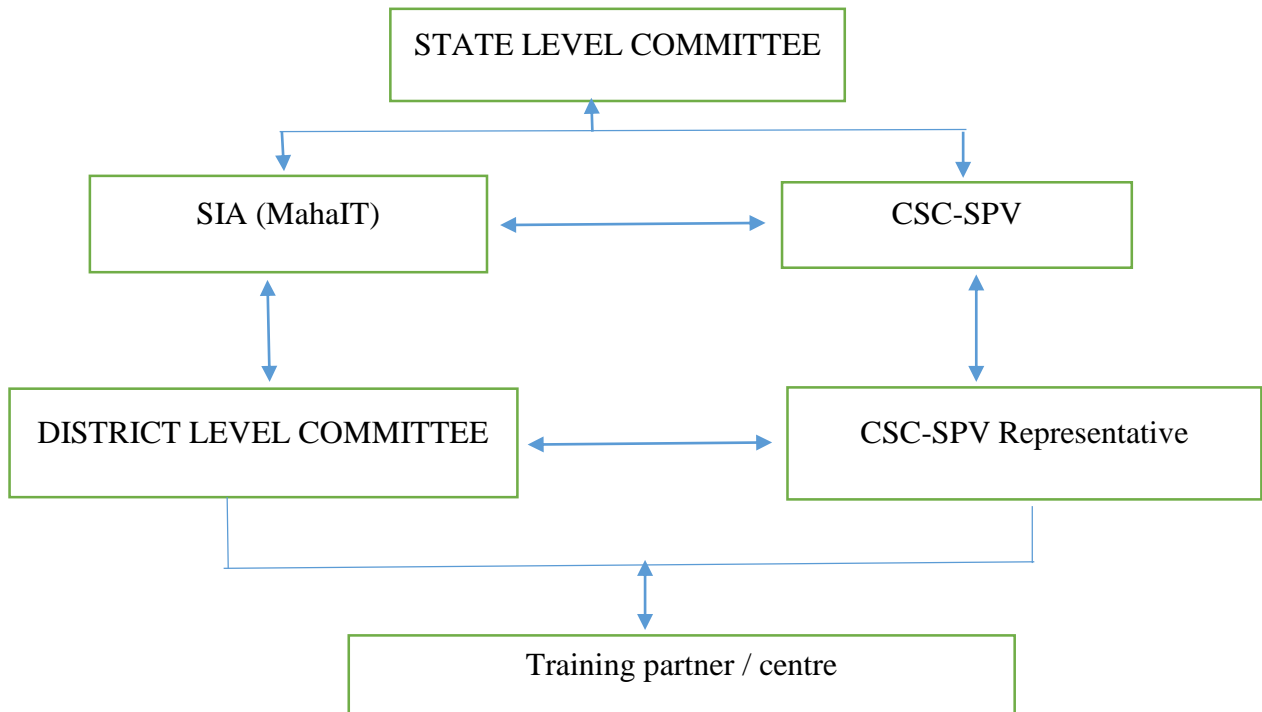
The trainers will use the LMS to train the beneficiaries and their learning will be tracked centrally. Some of the salient features of the OMA-cum-LMS include:



The training process can be classified into two categories:

- **Registration** - The identification of the beneficiaries would be carried out by CSC-SPV in active collaboration with DeGS, Sarpanch / Gram Sevak of the concerned Gram Panchayats, and Block Development Officers. Eligible beneficiaries will be registered on an online portal by the training centres.
- **Training** - The registered beneficiaries will be provided a unique Username and Password for online training where besides basic level IT Literacy, the trainees will also be trained to effectively interact with the Govt. System and access G2C & B2C services including registration on Aaple Sarkar portal and MahaDBT portal.

9. Implementation Structure



10. Review Mechanism

- Monthly status report to be submitted to District Level Committee by CSC-SPV representative at the concerned district on first working day of the month.
- District Level Committee to submit comprehensive report to SIA and State Level Committee every month on or before 7th day. This report shall be comprehensive, including current status of implementation as well as detailing issues raised and the decisions taken at the District Level Committee. Preferably monthly meeting of the District Level Committee shall be conducted before submitting this report to SIA and State Level Committee.
- District Level Committee shall bring to the notice of SIA or State Level Committee as deviations, wrong practices etc observed within their area.
- SIA shall study the monthly reports submitted by all the districts and submit a summary report to State Level Committee suggesting actions and directions, if any, to be given to any one or all District Level Committees regarding the implementation of PMGDISHA.

- e) State Level Committee shall deliberate on the reports of the District Level Committees and summary report submitted by SIA

11. Grievance Redressal mechanism

Broadly grievances can be classified into two major categories;

- I. Grievances against the training centres / partners relating to selection of candidates or quality of training imparted including complaints relating to deviations from the procedures prescribed, including malpractices.
 - II. Grievances relating to delay in payment to training partners / centres.
-
- a) For grievances relating to selection of candidates and quality of training imparted at any training centre, these complaints shall be first scrutinized by member secretary of the District Level Committee who shall enquire into the complaint and submit report to the Chairman of the District Level Committee with 15 days from the receipt of complaint. With the approval of the Chairman of the District Level Committee reply to the complainant shall be issued within 20 days from the receipt of the complaint.
 - b) If the complaint is relating to the deviations from the procedures prescribed and / or including malpractices, these complaints shall be first scrutinized by member secretary or any other member of the Committee as directed by the Chairman, who shall enquire into the complaint and submit report to the Chairman of the District Level Committee with 10 days from the receipt of complaint. With the approval of the Chairman of the District Level Committee reply to the complainant shall be issued within 15 days from the receipt of the complaint. If, after due inquiry, it is found out that the complaint is factually correct, Chairman of District Implementation Committee shall immediately recommend de-empanelment of the concerned training centre / partner to CSC-SPV, who shall de-empanel the concerned training centre / partner within two working days from the receipt of report from District Level Committee and submit Action Taken Report to SIA and Member Secretary of State Level Committee.
 - c) For grievances relating to delay in payment to training partners / centres, CSC-SPV shall, within five working days from the receipt of the complaint, submit Action Taken Report to SIA and Member Secretary of State Level Committee.
 - d) For Grievances Email to - grievances@pmgdisha.in
 - e) Helpdesk- Three persons in helpdesk for resolving PMGDISHA queries on toll-free number 180030003468 or may write to helpdesk@pmgdisha.in

Residual matters –

- a) The detailed guidelines issued by MeitY has been attached herewith.
- b) SOP's shared by CSC-SPV regarding Empanelment / dis-empanelment of training partner / centre, Registration of candidates, Examination of candidates and Payment processing to training partners / centres and certifying agencies shall be refereed.
- c) In case of deviation in any of the provisions of this SOP and the SOP's mentioned at point no b) above, the provisions in this SOP shall prevail in the State of Maharashtra.

Annexure - 2

District Wise Target for Digital Literacy Training under PMGDISHA

District Name	Total House Hold	House Hold to be covered as per given target(44.33 Lac)	Target for Year 2017-18	Target for Year 2018-19
Ahmednagar	754728	255387	132504	122883
AKOLA	232260	78593	40777	37816
AMRAVATI	375314	127000	65892	61108
AURANGABAD	454503	153796	79795	74001
BEED	429309	145271	75372	69899
BHANDARA	209924	71035	36855	34179
BULDHANA	409579	138594	71908	66687
CHANDRAPUR	329646	111547	57874	53672
DHULE	307838	104167	54046	50121
GADCHIROLI	198002	67000	34762	32238
GONDIA	233473	79003	40990	38014
HINGOLI	199791	67606	35076	32529
JALGAON	592086	200352	103950	96402
JALNA	316550	107115	55575	51540
KOLHAPUR	576243	194991	101168	93822
LATUR	372691	126112	65432	60681
NAGPUR	364750	123425	64037	59388
NANDED	494435	167308	86806	80503
NANDURBAR	284987	96435	50034	46401
NASHIK	735221	248786	129079	119707
OSMANABAD	278738	94320	48937	45383
PALGHAR	328565	111181	57685	53496
PARBHANI	249932	84573	43879	40693
PUNE	803429	271867	141054	130812
RAIGAD	413354	139872	72571	67301
RATNAGIRI	283976	96093	49856	46236
SANGLI	421971	142788	74083	68704
SATARA	537474	181872	94362	87510
Sindhudurg	164751	55749	28925	26824
SOLAPUR	602298	203807	105743	98065
THANE	288331	97566	50621	46945
WARDHA	201644	68233	35402	32831
WASHIM	197428	66806	34661	32145
YAVATMAL	457325	154751	80290	74461
Grand Total	13100546	4433000	2300000	2133000